

Family Directed Services Program Update Notification for Support Brokers

Past publications of the *FDS Program Update Notification* are stored on the FDS DHW website.

COVID—19

Stay updated on current IDAPA Rules relating to COVID-19 and state of emergency at the Department of Health and Welfare's [Information Release Page](#).

Documenting and retention of billing as a Support Broker

Section 56-209(h)(3) Idaho Code states “Except as otherwise provided by rule, providers shall generate documentation at the time of service sufficient to support each claim, and shall retain the documentation for a minimum of five (5) years from the date the item or service was provided. The department or authorized agent shall be given immediate access to such documentation upon written request.” Providers are defined as any “individual, organization, agency or other entity providing items or services under a public assistance program.” **This section of Idaho Code applies to Support Brokers.** While not enrolled in Medicaid’s claims/billing system, Support Brokers are receiving Medicaid funds (state and federal) for services they provide and are therefore providing services “under a public assistance program” and would be subject to the documentation requirements.

This documentation would then be utilized during Quality Assurance activities, including billing reviews, as required by IDAPA 16.03.13.200.04. In order to assist Support Brokers in complying with these requirements, I have attached a template that can be used if a system to track billing hours is needed. FACS and Medicaid recently discussed the employment agreement and the option for employers to “waive” the requirement to track billing and how this has caused confusion. This document is being reviewed with the Medicaid teams and may be updated in the near future. **Until then, please understand that it is required to provide billing documentation to the department when requested.** This cannot be waived. In addition to Idaho Code, IDAPA 16.05.07.101 indicates all documentation (including billing, SSP, PC, Workbook, GSF, etc.) should be kept on file for at least 5 years.



FAMILY AND COMMUNITY SERVICES

Family- Directed Services Program

www.familydirected.dhw.idaho.gov

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Complaint Process

Support Brokers and parents are always able to contact the department with questions, concerns, complains. Your first point of contact will always be your Case Coordinator. If you feel that isn't the best option, you can contact the following folks depending on the situation.

FDS policy/rule questions: Rachel Johnson, Program Specialist

Rachel.Johnson2@dhw.idaho.gov - 208-334-0603

Case Coordinator concerns or complaints: Hub Supervisor

East Hub: Heidi Napier - Heidi.Napier@dhw.idaho.gov
208-234-7945

North Hub: Katie Rigoli - Katie.Rigoli@dhw.idaho.gov
208-669-8975

West Hub: Sarah Allen - Sarah.Allen@dhw.idaho.gov
208-334-0970

The Guide and Support Broker Manuals also have information regarding complaint process. If you have Program Specialist concerns or complaints you can contact:

Rebecca Fadness - Rebecca.Fadness@dhw.idaho.gov or 208-334-5701.

Please follow this process to address complaints/concerns. In the event the concern/complaint cannot be resolved with the Supervisor or Program Specialist, Children's DD Program Manager can be contacted at:

Susan Stumph - Susan.Stumph@dhw.idaho.gov or 208-334-5536



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Titles and Email Signatures

It is important when creating outward facing communication to avoid any titles or email signatures that may indicate that a Support Broker is an employee or contractor with Health and Welfare. To avoid any confusion with your employers please review your signatures and communication on business cards, emails, or websites and remove any confusing phrases.

Examples of signatures to avoid:

IDHW Support Broker

Support Broker for Health and Welfare

Uses of IDHW of Children's DD logos

FDS Advisory Group

The Children's DD Program will soon be forming a Family Directed Services Advisory Group to virtually meet quarterly to discuss goings-ons with the FDS program and Children's DD. If you are able to volunteer time 1-2 hours once per quarter and have the availability to either WebEx or Zoom, please email Rachel.Johnson2@dhw.idaho.gov with your interest!



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